



Madison County Department of Social Services

Connie M. Harris, MPA
Director

5707 U.S. Hwy 25/70, Suite 1
Marshall, NC 28753

Telephone: 828-649-2711
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VACANCY ANNOUNCEMENT

TITLE: VETERANS SERVICE OFFICER
SALARY: \$24,102 yearly / \$15.45 hourly

DESCRIPTION OF WORK:

The primary purpose of this position is to assist veterans and their families in the presentation, processing, proof and establishment of claims, privileges, rights and benefits as they may be entitled to under Federal and State laws.

Responsibilities and Duties:

- Answer phone calls, direct caller to appropriate resources, and/or schedule office appointment.
- Greet all veterans and their families with a welcoming attitude and respect.
- Conduct initial and on-going interviews with veteran to complete VA application benefit claims.
- Advise veterans and their families of their rights and possible entitlements to Veteran benefits—Service Connected compensation; income-based pension; surviving spouse and children; burial; healthcare; nursing homes; cemetery; education; etc.
- Assist veterans and their families in completion of the appropriate Federal forms for such benefits and ensure the forms are complete, signed by veteran, and accurate in presentation.
- Scan and upload the claims' forms to the appropriate Veteran administration processing office.
- Verify the claims paperwork was received by the VA and if not, ensure the claim forms are resubmitted, until received by the VA.
- Monitor the VBMS database daily for any changes on the veteran's claim status (VSO must obtain PIV card prior to having the ability to access the database); notify veteran of any updates on the claim.
- Identify supplemental resources within the VA community and/or network, share and educate veteran on community, State, or Federal resources that are available, make referrals when appropriate.
- Assist veterans and their families in obtaining military records from the National Personnel Records Center—complete required forms, contact Congressman's office, contact local Register of Deeds Office, research database online.
- Maintain veteran files in an organized manner in a securely locked system to ensure Federal confidentiality laws are adhered to in the office.
- Follow strict guidelines and confidentiality in handling a PIV card for access into the Federal VBMS database.
- Assist high school students in completing education scholarship applications for North Carolina Association of County Veteran Service Officers.
- Handle referrals from local tag office and assist veterans in making application for specialty plates
- Assist eligible veterans and/or their widows in applying for property tax exclusions.
- Promote veteran benefits and VSO services to the local community by: radio spots; newspaper; presentations at VFW and American Legion meetings and other veteran group events.
- Attend regular training for required CEU to retain accreditation with the North Carolina Department of Military and Veteran Affairs. Trainings include: joint conference between NCDMVA and North Carolina Association of County Veteran Service Officers (NCACVSO); Fall conference by NCACVSO; District quarterly trainings; regional trainings; Charles George VAMC trainings, online Federal trainings, etc.

- Cooperatively work with various governmental agencies to better serve the veteran—State District Office in Canton, Winston Salem, and County and Federal offices.
- Keep accurate office records for the type of contact provided daily to veterans and their families.
- Train new county personnel on veteran services and provide guidance.
- Willingness to staff and to encourage participation at the monthly veteran’s breakfast club which promote fellowship, networking and sharing of information among veterans. The employee would need to have the ability to seek funding through sponsors, fundraisers or grants to support this activity.
- Provide Director with information and statistics on veterans served for any reports or grants.
- Other duties as assigned.

This is a full time position (30 hours per week) with benefits to include health insurance, paid holidays and paid leave. Regular, predictable work attendance is expected and required. The employee will report to the Director of the Department of Social Services.

Knowledge, Skills and Abilities:

- Knowledge of office or work unit procedures, methods and practices as well as be able to perform in a professional manner.
- Ability to elicit information and explain complex programs and policies in easily understandable terms to individuals of varied educational, social and economic backgrounds.
- Ability to communicate in a tactful and courteous manner to establish a rapport with clients and their families, exercise sound judgment, and effectively de-escalate volatile individuals.
- General knowledge of all agency and community programs which could be useful for the individual and/or their families.
- Ability to create, compile, and analyze a variety of technical and administration regulation, records, reports, and complex data.
- Ability to multitask in a busy environment, prioritize responsibilities, implement changes, and ensure positive interactions with client. Also must have the ability to work independently.

QUALIFICATIONS AND EXPERIENCE:

Graduation from high school and demonstrated possession of knowledge, skills and abilities gained through working in an office environment in an administrative support role; preferred completion of undergraduate degree in a human services field of study; must be accredited with the North Carolina Department of Military and Veteran Affairs or able to obtain accreditation within one year of hire.

CONDITIONS OF EMPLOYMENT:

Each applicant who is tendered an offer of employment for any position with the Madison County Department of Social Services shall be tested for the use of drugs specified in the agency policy. Refusal to submit to testing shall be a basis for withdrawal of the conditional employment offer. A valid NC Driver’s License and own transportation is required. Criminal Background Check is required. Any degrees must be received from appropriately accredited institutions.

APPLICATION PROCESS:

Applicants will be given credit only for information provided in response to this announcement. No additional information will be solicited or considered by this office. Therefore, persons who submit incomplete applications may not receive full credit for their education, training and experience. Applicants will not automatically be given credit based on their position title.

Please note that due to the volume of applications we receive for some positions, we are unable to provide information regarding the status of your application unless you are selected for an interview.

The Employment Application for the State of North Carolina [Microsoft Word - PD107-7.2022.docx \(madisoncountync.gov\)](#) and your resume may be submitted via email to charris@madisoncountync.gov or fax 828-649-3687.

Official College transcripts (if applicable) must be submitted by mail or in person to: Connie M. Harris, MPA; Director Madison County Dept. of Social Services

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CLOSING DATE: Open Until Filled

AN EQUAL OPPORTUNITY EMPLOYER